

	<b>COMPLIANCE   STANDARD WORK</b>
<b>Title: Vendor Performance Report (VPR)</b>	<b>Revision Date: 8/11/2022</b>
<b>Document ID: CPSW 008</b>	<b>Revision Number: 0</b>

## PURPOSE

The purpose of this procedure is to establish a standard process to report vendor performance issues through an escalation process on Statewide contracts. A similar standard work can be followed at an agency level for agency specific contracts.

## BACKGROUND

Supplier performance is a critical piece of contract administration, and may also be factored into responsibility determinations. See A.R.S. § 41-2540, A.A.C. R2-7-B313, and A.A.C. R2-7-C312. In extreme cases, supplier performance issues may also be the subject of a debarment proceeding. See A.R.S. § 41-2613.

## STAKEHOLDERS

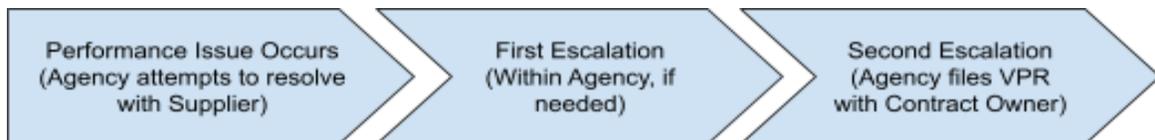
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User(s): Contract Owner (CO)

Requestor(s): Using Agency (Customer), Agency Chief Procurement Officer (ACPO), Contract Owner (CO)

## SUMMARY OF PROCESS



## STANDARD WORK

### Section 1. Performance Issue Occurs

1. The using agency (Customer) experiences an issue with a statewide contractor.
2. The Customer attempts to resolve the issue directly with the contractor by first notifying the designated contractor representative (Contractor) of the issue in an attempt to resolve the issue immediately and at the lowest level of escalation.

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3. The Customer documents the problem along with how it was or was not resolved when contacting the designated contractor representative. Include dates, times of phone calls, who was involved, and copies of emails as applicable. Focus on facts and remain as objective as possible and refer back to the stated Scope of Work as the basis.

### Section 2. First Escalation

1. The Customer has experienced persistent issues with the Contractor that have not been resolved at the lowest level of escalation.
2. The Customer escalates the performance issues to the using agency's procurement office or ACPO, if not already involved.
3. The ACPO assists the Customer in completing the Vendor Performance Report (VPR) found at:  
<https://spointra.az.gov/resources/standard-forms-and-documents>
4. The ACPO assists in ensuring the Customer provides facts and documentation to support the VPR.
5. The ACPO reaches out to the Contractor in an attempt to resolve the issue.
6. If the ACPO is able to resolve the issue, then the ACPO will submit the VPR to the Contract Owner (CO) to document the issue was escalated, but resolved at the Agency level.

### Section 3. Second Escalation

1. For use only when the Customer and ACPO are not able to resolve the ongoing issues with the Contractor.
2. The ACPO will submit the VPR with supporting documentation and desired assistance to CO for assistance.
3. CO will review the VPR and supporting documentation and proceed with addressing the issues/concerns with the Contractor directly.
4. CO's action and outcome are documented and added to the contract file in the e-procurement system following the naming convention found in SP 006  
<https://spointra.az.gov/resources/standard-procedures>
5. CO reports back to the Customer regarding the outcome.